



PARENTS' FAIR SHARE PROGRAM

**From The Office Of State Auditor
Claire McCaskill**

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PERFORMANCE AUDIT



Office of
Missouri State Auditor
Claire McCaskill

December 2004

Improvements are needed in the management and oversight of the Parents' Fair Share Program

The program's goal is to help non-custodial parents (NCPs) obtain jobs and become involved in their children's lives, including paying child support. In order to meet eligibility requirements, the NCP must have a current child support obligation and be unemployed or under-employed. A NCP's current child support monthly payment is temporarily lowered to an amount the NCP can pay while participating in the program. Participants may receive financial assistance from the program for three activities: training, transportation-related expenses, and work-related expenses. Training costs will be paid for up to a year.

Impediments exist in referring eligible NCPs to the program

In April 2003, the Department of Social Services (DSS) had caseworkers stop referring NCPs to the program during the transfer of program management from DSS to the Department of Economic Development - Division of Workforce Development (division). DSS restarted the referral process in July 2003; however, program referrals have not rebounded to the levels prior to the transfer for several reasons. DSS staff said high caseloads prevented caseworkers from having time to identify and refer NCPs to the program. Additionally, the DSS program coordinator said caseworkers may not refer NCPs to the program because many of the NCPs referred chose not to participate once they understood the program's requirements and that the child support order is not eliminated. Also, child support caseworkers are no longer required to refer NCPs to the program before referring them to the Attorney General's office or prosecuting attorneys for prosecution. (See page 4)

Key provisions of agreement not met

The division has not complied with key provisions of the division's cooperative agreement with DSS for management of the program. The division did not prepare any of the required reports because the computer software used to manage the program does not maintain the information necessary or the reports were not available in it. DSS staff has been compiling this information from manual records. In addition, program officials lacked data on job related training by participants because of software limitations. Division program officials said software revisions expected to be operational by spring 2005 will address these problems.

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Access to program information in the division's computer tracking program was not limited to individuals associated with the program as required by the cooperative agreement. As a result, about 1,800 system users had access to confidential data on program participants. Only 24 of these users should have had access to PFS program information, according to division staff. Division officials were unaware of this problem and corrected it once we reported it to them. (See page 5)

Expenditure review process is needed

Transportation related expenses and work-related expenses nearly tripled from \$59,000 in fiscal year 2003 to \$169,000 in fiscal year 2004. Division program supervisors performed limited or no review of transportation-related expenses and work-related expenses during fiscal year 2004 because division procedures did not require it. Our analysis of transportation-related expenses disclosed one program workforce specialist approved 25 percent of all transportation-related expenditures during fiscal year 2004. Review of some of this employee's cases identified questionable expenditures. After discussing identified expenditure weaknesses with division officials in May 2004, they said review procedures would be established. (See page 8)

Success of participants not sufficiently tracked by the division

To successfully complete the program, a participant must hold a job and make a full child support payment plus an amount towards a past due balance for three consecutive months. Division officials have not tracked or determined whether the program has improved NCPs' ability to pay child support, as the division's computer software did not include a field to track the participant's success status when completing the program. DSS staff has compiled this information from alternative sources. (See page 5)

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Abbreviations

DSS	Department of Social Services
NCP	Non-Custodial Parent
PFS	Parents' Fair Share
TANF	Temporary Assistance for Needy Families



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Enhancing non-custodial parents' (NCP) ability to meet their child support obligations is important to the future of many Missouri children. The state implemented the Parents' Fair Share (PFS) program to help NCPs find or improve their employment to allow them to meet support obligations. Our objectives were to evaluate the effectiveness of the management and oversight of the program.

We found impediments exist in referring NCPs to the program, and Department of Economic Development - Division of Workforce Development (division) officials had not complied with key provisions of a cooperative agreement with the Department of Social Services (DSS) to provide program data and to restrict access to computerized data on program participants. The division also had internal control weaknesses regarding (1) data entry validations in the computer software used to manage the program and (2) review of program expenditures. We have included recommendations to improve the management and oversight of the PFS program.

We conducted our work in accordance with applicable standards contained in *Government Auditing Standards*, issued by the Comptroller General of the United States, and included such tests of the procedures and records as were considered appropriate under the circumstances.

Claire McCaskill
State Auditor

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Management and Oversight Improvements Would Benefit the Program

Improvements are needed in the management and oversight of the Parents' Fair Share (PFS) program because (1) impediments exist in referring non-custodial parents (NCP) to the program, (2) Department of Economic Development - Division of Workforce Development (division)¹ officials have not complied with provisions of an agreement with the Department of Social Services (DSS) to provide information on the progress of program participants, or restricted access to program information, and (3) internal control weaknesses exist pertaining to data entry validations in the computer software used to manage the program, as well as the review of expenditures. These factors have resulted from policy changes, the division computer system lacking needed capabilities, and less priority given to the program for information system program enhancements due to its size compared to other training programs managed. As a result, eligible NCPs may not have an opportunity to participate in the program, participant information is at risk, and officials have less assurance program information is valid and program expenditures are appropriate.

Background

The program's goal is to help NCPs obtain jobs and become involved in their children's lives, including paying child support. Child support caseworkers are to refer eligible NCPs to the program, which is administered by the division. In order to meet eligibility requirements, the NCP must have a current child support obligation and be unemployed or under-employed. Participation in the program is voluntary, except when court-ordered. The state does not take any enforcement actions for unpaid child support during active participation.

NCPs are usually approved for a temporary payment plan when participating in the program. The plan lowers the NCPs' current child support monthly payment to an amount the NCP can pay while participating in the program. A division official said the minimum most NCPs pay is \$51 (\$50 towards the current payment and \$1 towards past due). While on a temporary payment plan, the unpaid child support is added to past due balances on cases. To remain eligible for the program, participants are required to pay support under the temporary payment plan arrangement. While in the program, the NCPs' temporary payment plan amount will gradually be increased to the full monthly support owed plus an amount towards past due balances during the 24 non-consecutive months they may be enrolled.

NCPs enrolled in the program are expected to immediately begin work-related activities.² The NCP is expected to participate in 25 hours a week of work-related activities; however, a division official said fewer hours may be allowed. Division program workforce specialists have the authority to decide how many hours are required. Participants may receive financial assistance from the program for three activities: training, transportation-related expenses, and work-related expenses. Since July 2003, there is no limit to the amount that may be paid for training.³

¹ DSS transferred the program to the division in July 2003. A cooperative agreement establishes program management responsibilities between DSS and the division.

² Work-related activities may include, but are not limited to, training, job readiness activities, job search, and General Equivalency Diploma testing.

³ Under DSS there was a yearly \$2,000 limit for training.

Training costs will be paid for up to a year. The program will pay up to \$10 a day for transportation-related expenses.⁴ The program will pay up to \$350 in work-related expenses over a 12-month period for any expense the participant reasonably needs for work-related activities such as to interview for employment or to accept or maintain employment.

Participants' results are classified as successful, unsuccessful or other. Participants successfully completed the program when they had three consecutive months of employment and made three consecutive child support payments for the full current support obligation plus an amount towards a past due balance. Unsuccessful completion means the participant failed to meet program expectations and was removed from the program. Completions categorized as "other" means the participant left the program voluntarily or left for reasons not related to the program (i.e., sickness). When participants complete the program, management of their case returns to a DSS child support caseworker.

The program is funded through the Temporary Assistance for Needy Families (TANF) federal grant.⁵ Table 1 shows the program expenditures for fiscal years 2001 to 2004.

Table 1: Parents' Fair Share Program Expenditures Fiscal Years 2001 to 2004

Area	Expenditures			
	2001	2002	2003	2004
Personal Services ¹	\$1,267,999	\$1,174,535	\$1,126,831	\$809,838
Participant Expenditures	1,813,077	713,396	332,615	526,247
Administrative Expenditures	152,019	153,507	61,375	171,376
Total Expenditures	\$3,233,095	\$2,041,438	\$1,520,821	\$1,507,461

¹ The personal services amounts do not include fringe benefits

Source: PFS program data.

Methodology

We obtained program referral and enrollment reports for fiscal years 2002 and 2003 and the period November 2003 to February 2004⁶ and computer records from January 1997 through April 2004 to analyze enrollment trends and evaluate the success of program participants. We tested a sample of fiscal year 2001 and 2002 program participants who successfully or unsuccessfully completed the program and evaluated their status as of February 2004 in meeting their child support obligation. We tested a separate sample of fiscal year 2003 and 2004 participants to determine if they met eligibility requirements to remain in the program.

We obtained and reviewed the program management agreement between DSS and the division. We reviewed internal controls over program expenditures and preparation of the statistical reports. We reviewed program guidelines and management reports. We tested the reliability of

⁴ To receive the maximum amount, the participant must travel over 45 miles one way to a work activity site or be involved in more than one activity in the day.

⁵ States have broad flexibility to use the grant funds in any manner that meets the purposes of the TANF program. States receiving TANF funds must spend an applicable percentage of its own money to help eligible families in ways that are consistent with the purposes of the TANF program. The applicable percentage depends on various grant requirements.

⁶ Reports were not prepared for the period July to October 2003.

the management report data by matching the results to computer data obtained. We contacted officials from the Departments of Economic Development, Elementary and Secondary Education, and Social Services to obtain information on other state training programs that may have similar criteria or benefits to the PFS program.

We reviewed case files and interviewed program workforce specialists in the Kansas City, Springfield and St. Louis division offices and interviewed DSS caseworkers and supervisors at local offices in Columbia, Kansas City, Springfield, and St. Louis.

We performed our work between March and July 2004. We obtained comments on a draft of this report during a meeting with officials from both departments on October 18, 2004, a separate meeting with Department of Economic Development officials on October 21, 2004, and in letters from each department dated October 29, 2004 and November 1, 2004; and incorporated those comments into the report as appropriate.

Impediments exist in referring eligible NCPs to the program

In April 2003, DSS had caseworkers stop referring NCPs to the program during the transfer of program management from DSS to the division. DSS restarted the referral process in July 2003; however, program referrals have not rebounded to the levels prior to the transfer. Table 2 shows the decrease in referrals and program participation.

Table 2: 2003 and 2004 Fluctuation in Program Referrals and Participants

Month	Referrals	Participants
February 2003	1,041	1,063
June 2003	20	504
November 2003	472	480
February 2004	447	580
July 2004	650	571

Source: PFS program data.

DSS and division program staff said program referrals did not rebound in fiscal year 2004 for several reasons. DSS staff said high caseloads prevented caseworkers from having time to identify and refer NCPs to the program and the DSS program coordinator said caseworkers may not refer NCPs to the program because of the low enrollment rate. For example, in fiscal years 2002 and 2003, only 15 percent of the individuals referred to the program actually enrolled. In explaining why enrollment was low, one caseworker said many NCPs referred to the program chose not to participate once they understood the program's requirements and that the child support order is not eliminated. In addition, DSS and division program staff said after a DSS policy change, child support caseworkers are no longer required to refer NCPs to the program before referring them to the Attorney General's office or prosecuting attorneys for prosecution. They also said child support caseworkers were less likely to refer NCPs to the program because PFS program workforce specialists are no longer in the same facility with them and were not reminded of the program.

DSS lacks reliable information on eligible NCPs

Child support officials said they have no readily available information on the number of NCPs eligible for the PFS program. The DSS program coordinator said DSS used to prepare a quarterly report listing all potentially eligible NCPs. However, DSS discontinued the report around May 2003 because the report included many NCPs who were not actually eligible for the program due to inaccurate data in the DSS child support computer system. The program coordinator also said without significant changes to the computer system and improved data entry, a report of NCPs potentially program eligible is not realistic.

Key provisions of agreement not met

The division has not complied with key provisions of the division's cooperative agreement with DSS for management of the program resulting in (1) statistical data not being provided to DSS as part of program monitoring and reporting, and (2) access to program information not being restricted to program staff.

The cooperative agreement requires the division to provide DSS monthly statistical information analyzing the progress of program referrals and participants. (See Appendix I for a listing of required reports.) However, the computer software used to manage all division training programs did not have the capability to provide the detailed information outlined in the cooperative agreement. For example, one of the required reports is a listing of the number of participants successfully completing the program. The division did not prepare any of these reports because the computer software does not maintain the information necessary or the reports were not available in it. Division program officials said software revisions expected to be operational by spring 2005 will address this problem. DSS staff has been compiling this information from manual records.

Success of participants not sufficiently tracked by the division

Division officials have not tracked or determined whether the program has improved NCPs' ability to pay child support. Although division policy provides the criteria to use in determining success, division officials did not document whether participants successfully completed the program through much of fiscal year 2004. As noted above, DSS staff has compiled this information from alternative sources. The division's computer software used for program management did not include a field to track the participant's success status when completing the program. Program staff was instructed to enter a comment in the computer system regarding the participant's status beginning February 2004; however, the system did not have the capability to compile this data for reporting purposes.

To successfully complete the program, a participant must hold a job and make a full child support payment plus an amount towards a past due balance for three consecutive months. This criteria was established by DSS program officials and is currently being used by the division. DSS reported less than 20 percent of the participants successfully completed the program for fiscal year 2003.

Tracking success is important to evaluate the merits of the program

Our test of 120 program participants⁷ during fiscal years 2001 and 2002 showed those who successfully completed the program were more likely to continue paying child support or to pay at a higher level than before participating. However, some successful participants had not been classified correctly. Our test of 60 participants classified as successful showed at least 4 successful participants did not meet success criteria. For example, one participant paid only 5 percent of his current child support during the 18 months he was in the PFS program and could not have made 3 consecutive months of payments at the full support amount, but was still classified as successful. As of February 2004, he was not paying any child support.

Division lacks data on job training by participants

Program officials lack data on job-related training by participant because of software limitations in the division's computerized system. As a result, the officials could not easily (1) track or analyze what was spent on training per participant, (2) determine the reasonableness of those costs, and (3) analyze trends regarding which program workforce specialists had sent participants to job-related training.

Our test of 60 participants, active in the program during fiscal years 2003 and 2004, disclosed 5 participants (8 percent) received job training through the program and 17 (28 percent) participated in another state-managed training program. Test results for job training paid by the program were similar to data compiled manually by the program coordinator showing 48 (8 percent) of 596 active participants had received or were receiving training paid for by the program, as of May 31, 2004. Training payments made to vendors for fiscal year 2004 showed participant training expenditures totaled \$353,000. Vendor payments for training expenses could only be matched to a particular program participant by using the hard copies of training requests.

Data access not restricted

Access to program information in the division's computer tracking program was not limited to individuals associated with the program. As a result, about 1,800 system users had access to confidential data on program participants. Only 24 of these users should have had access to PFS program information, according to division staff. The computer software storing the program information is also used by other training program staff.⁸ The cooperative agreement requires information maintained for the program be kept confidential and only accessible by individuals with a legitimate professional "need to know." Our review determined all users with system access had rights to view and change PFS participant information, including authorizing payments. Division officials were unaware of this problem and corrected it once we reported it

⁷ The 120 cases were comprised of 60 successful cases and 60 unsuccessful cases.

⁸ Other programs using the same computer software as the Parents' Fair Share program include the Career Assistance Program, the Missouri Employment and Training Program, the Veteran's training program, the Workforce Investment Board, the Full Employment Council and various vocational technical training programs throughout the state.

to them. The officials said they thought the appropriate access controls had been established when the PFS program had been added to the division's computer tracking software.

Computer software missing key controls

The computer software used to manage the PFS program is missing critical data entry validation checks⁹ needed to prevent intentional or unintentional errors and ensure the program operates effectively. The division computer software program used to manage and store data for the division's various work and training programs was modified to accommodate the three DSS training programs that transferred to the division in 2003. DSS and division program coordinators said the PFS program was the smallest of the three programs¹⁰ transferred and received a lower priority for program updating and enhancements from information systems staff after its initial integration into the division computer software. Division staff said the PFS program has been forced to operate within the constraints of the computer software managing all division job and training programs. The problems noted below may also affect the other training programs using this computer software; however, those programs were not reviewed as part of this audit. While the data entry validation checks currently in the software appear to be working adequately, several other validation checks were missing in the software. Missing validation checks include:

- Identification of payments being authorized for overlapping time periods. This check ensures a participant is not paid for the same day more than once.
- A limit to the number of days paid for transportation-related expenses to no more than the number of days in the pay period. This check ensures the pay period may not be from May 1, 2004 to May 5, 2004 when the payment is for 10 days.
- Identification of payments being authorized for individuals no longer active in the program.
- The payment mailing address does not have to be the address on record for the program participant. Approval or review should be required for any change of the mailing address for payments. Currently, a program workforce specialist can change the mailing address without notifying anyone of the change.

In addition, the computer software does not permit transportation-related expense payments to be entered accurately due to payment recording limitations. The software does not allow different payment amounts on different days during the same payment period. For example, if the program participant was involved in two work activities on Monday and one Tuesday, the transportation-related expense payment should be a different amount for each of the two days, but the software only allowed one payment option during a payment period. We provided program officials examples of fiscal year 2004 expenditure activity showing each of these weaknesses. They said the problems were caused by software limitations as the result of the needs for the other training programs managed by the software. The officials said the problems would be evaluated as part of the software revision expected to be completed in 2005.

⁹ Data entry validation checks are instructions in a computer program that test input for correct and reasonable conditions, such as dates having a valid month, day and year.

¹⁰ The Career Assistance Program and Missouri Employment and Training Program each have several thousand participants monthly while the PFS program has approximately 500.

Expenditure review process is needed

Division program supervisors performed limited or no review of transportation-related expenses and work-related expenses during fiscal year 2004 because division procedures did not require it. Transportation-related expenses and work-related expenses nearly tripled from \$59,000 in fiscal year 2003 to \$169,000 in fiscal year 2004.¹¹ Most of the transportation-related expenditures occurred in the last seven months of fiscal year 2004.

Our analysis of transportation-related expenses disclosed one program workforce specialist approved 25 percent of all transportation-related expenditures during fiscal year 2004. Our review of nine case files selected for this employee disclosed he approved transportation-related expenses¹² that a program participant reported occurred on Thanksgiving and Christmas. Division officials reviewed these approvals after we brought them to their attention. They said at least one of the payments had not been appropriate because the participant had submitted a resume through the mail or email on the reported date, but had incurred no travel costs. This program workforce specialist said when he received work search logs, which documented transportation-related expenses, he did not review them closely and did not check the accuracy by contacting some of the businesses reported. He said he only glanced at the number of days on the log and entered the transportation-related expenses payment information into the computer system. He also said he authorized payments for the majority of his cases for the maximum transportation-related expenses possible and tried to pay as much as possible. Division procedures do not require program workforce specialists to test reported work searches; however, two program workforce specialists told us they tested a sample of reported contacts each month by contacting the business.

Under current procedures, all work-related expense payments are to be approved by the division program coordinator usually by an email message to the program workforce specialist, but documentation of the approval is not required to be retained. Work-related expense purchases are made by the specialist through a procurement card or purchase voucher with payment being made directly to the vendor.

The division program coordinator said a supervisory case file review process is used for the other division training programs, but as of May 2004, it had not been used for the PFS program because of the program's limited size. He also said he trusted his staff to manage PFS cases appropriately. After discussing the weakness noted above with division officials in a May 2004 meeting, they said review procedures would be established.

¹¹ Transportation-related expenses totaled \$150,000. Work-related expenses totaled \$19,000.

¹² For transportation-related expenses, program workforce specialists enter the payments directly into the computer software and checks are created without any further review or approval. The checks are mailed directly to the program participant.

Conclusions

Program referrals were lower in fiscal year 2004 than fiscal year 2003, giving fewer NCPs the opportunity to participate in the program. This weakness has occurred, in part, because of high caseworker workloads, a DSS policy change, and transition factors after the program management change.

The division has not complied with key provisions of the cooperative agreement with DSS to provide information on the success of participants and restrict access to participant information. Division personnel have not attempted to track participant success rates. The division's computer system lacked the ability to compile this data forcing DSS staff to compile this information from other sources. Evaluating the success rate for the program is important in determining the program's impact on a participant's ability to pay child support. The division also lacks data on job training by participants because of software limitations. As a result, program officials could not easily evaluate training costs by participant, the reasonableness of those costs, and which workforce specialists had sent participants to job-related training.

The computer software used to manage the PFS program is missing critical data entry validation checks and other information needed to ensure the program operates effectively and management has the necessary data for decision-making. Weak controls have resulted in potentially unnecessary transportation- and work-related expense payments.

Recommendations

We recommend the Director, DSS:

- 1.1 Evaluate barriers to PFS program referrals and make any changes needed to improve the referral process.

We recommend the Director, Department of Economic Development:

- 1.2 Make software changes to the computerized system that would ensure the division had the capability to accumulate statistical information on the success of participants, as well as information on training received by participants.
- 1.3 Ensure compliance with the cooperative agreement with DSS including:
 - preparing or compiling statistical data used as part of program monitoring and reporting, and
 - limiting access to participant information to only those individuals with a legitimate need to know the information.
- 1.4 Ensure the computer software used to manage the program meets program needs and limits data entry mistakes. Areas to be improved include:

- reviewing the computer software to ensure all critical data entry validation checks are included, and
 - improving the flexibility of data entry for transportation-related expenses payments.
- 1.5 Establish case file review procedures for the PFS program. Those procedures should cover review of transportation- and work-related expenses authorized and require program workforce specialists verify a sample of reported work searches and document the review.
- 1.6 Create a system that allows fiscal staff to verify program coordinator approvals of work-related expenses before making the payment.

Agency Comments

The Director, DSS provided the following comments in a letter dated November 1, 2004.

1.1 *This audit was conducted during the transition of responsibilities related to the PFS program from FSD to DED. We appreciate the auditors understanding of this and recognize barriers existed in the referral process. FSD staff is working to increase the referrals to PFS and:*

- *Have allocated two additional staff to the program;*
- *In collaboration with DWD, prepared a PFS presentation and are visiting all FSD child support offices to discuss the PFS program to encourage additional referrals;*
- *In collaboration with DWD are working with Probation and Parole to streamline the process of referring offenders to the PFS program.*

In addition, DWD plans to visit correctional facilities throughout the state to talk with offenders about enrolling in the program prior to their release. DWD also printed a PFS brochure that has been distributed to all FSD child support offices and is available to the public.

FSD is also considering changes to the structure and workflow within the enforcement arena. If these changes occur, it is anticipated that cases with no payments and low potential for collection will be better identified. The individuals on these cases may be good candidates for the PFS program.

The Director, Department of Economic Development – Division of Workforce Development provided the following comments in a letter dated October 29, 2004.

1.2 *The Division of Workforce Development (DWD) issued a policy update to PFS Workforce Development Specialists on October 25, 2004, instructing them to record completion of training on the Individual Employment Plan (IEP) when a participant completes any*

short-term occupational/vocational training program. The IEP should be printed and retained in the participant's paper file.

The DWD PFS Coordinator, is presently working with staff from Ciber, the sub-contractor for the Toolbox redesign process, to ensure that changes needed for the PFS program are included in that process. This redesign will include the ability to save each IEP completed for each participant in order to establish a history. Also, internal discussions are taking place with the Department of Economic Development, Management Information Systems (DED/MIS) unit to determine a time schedule to make as many of these changes as possible to the current Toolbox system, in addition to inclusion in the redesigned Toolbox.

The redesign process will ensure that Toolbox identifies the type of PFS program exits. The three types of exit are Successful, Unsuccessful, and Other. A statistical report will be developed in Toolbox to reflect each type of exit each month and compile information for historical analysis. Currently, DWD/PFS Workforce Specialist can identify the type of exit by sending an "Other" alert. Presently, Family Support Division (FSD) PFS Technicians indicate an "Exited from PFS" alert. A comment should be attached indicating the type of exit that occurs when the PFS Technician generates an "Exited from PFS" alert. This information was communicated to the FSD/PFS Coordinator, on October 25, 2004, in order to implement the process.

1.3 MIS and Ciber staff has been advised that statistical data needs to be compiled through Toolbox for monitoring and reporting purposes. The plan is to have statistical information such as Successful, Unsuccessful and Other exits documented on a monthly basis, other evaluative components include, but are not limited to:

- Employment obtained each month, including hourly rate of pay;*
- Number of participants that pay agreed-upon support each month;*
- Consecutive months of employment with the same employer;*
- Medical benefits available; and*
- Number of months of support being paid after Successful exit.*

However, much of this information is not made available to DWD/PFS staff. Much of the data that is needed to track the progress and success of participants in the PFS program is available only through the Department of Social Services' Missouri Automated Child Support System (MACSS) database. To date, DWD staff has not received authorization for access to that system. The Division will continue to pursue access to this system to provide better program management and reporting tools.

During the week of May 24, 2004, DED/MIS implemented protocols to limit access to participant information to only workforce system workforce specialist with legitimate needs to have access to confidential information. Access will be restricted to the proper PFS staff with the new Toolbox system.

- 1.4 *This issue will be resolved as part of the Toolbox redesign process. Every Transportation Related Expenses payment entry will have a history indicating the name and address to which the payment was issued.*
- 1.5 *PFS Case Management Review Checklist and PFS Enrollment Checklist were devised in May 2004. The supervision of DWD/PFS Workforce Specialist was transferred to Missouri Career Center Regional Managers and Supervisors in July 2004. These checklists were provided to each Missouri Career Center staff attending the Transition of Supervision Meeting in June 2004. Subsequent e-mails, related to the proper use of the checklist along with the documents, have been provided to all Missouri Career Center management. In addition, each DWD/PFS Workforce Specialist has also been provided with the checklists and instructions on the utilization of the documents. All DWD Managers and Supervisors have been asked to direct comments, questions, and concerns to the DWD PFS Coordinator regarding the Enrollment and Case Management Review Checklists.*

Additionally, DWD Continuous Improvement Review (CIR) staff will randomly review PFS case files to ensure program compliance as part of ongoing CIR visits. Scheduling for upcoming visits is currently under discussion.

- 1.6 *DWD/PFS Workforce Specialist submit all requests for Work Related Expenses (WRE) approval by e-mail to the PFS Coordinator, who then replies by e-mail, either approving or denying each request. The DWD/PFS Workforce Specialist must retain a copy of the printed e-mail indicating authorization to make the WRE purchases along with the monthly cardholder transaction log, receipts/invoices and monthly statement. If an Administrative Voucher is utilized instead of the Procurement Card, all required documentation must be submitted to DWD Fiscal Staff, along with the printed e-mail authorizing the purchase. This policy was implemented the week of October 11, 2004, and disseminated to all DWD/PFS Workforce Specialists, Managers and Supervisors.*

Monthly Statistical Reports

This appendix shows the reports the division is required to submit to DSS under the cooperative agreement. The following reports are to be provided to DSS monthly:

1. Number of potential participants (not yet enrolled) identified in the month
2. Cumulative number of these individuals not yet enrolled
3. Number of newly enrolled participants in the month
4. Cumulative number of participants who have been enrolled in the program for:
 - less than 3 months
 - 3 to 6 months
 - 6 to 12 months
 - over 12 months
5. Number of participants newly employed in the month
6. Cumulative number of participants currently employed
7. Percent of participants with full-time employment
8. Percent of participants with part-time employment
9. Percent of participants employed grouped by type of work
10. Percent of participants earning wages grouped by the wage amount
11. Number of participants currently in other work or work-preparedness activities
12. Number of participants successfully exited in the month identified by exit reason
13. Cumulative number of participants successfully exited identified by exit reason
14. Number of participants unsuccessfully exited in the month identified by exit reason
15. Cumulative number of participants unsuccessfully exited identified by exit reason